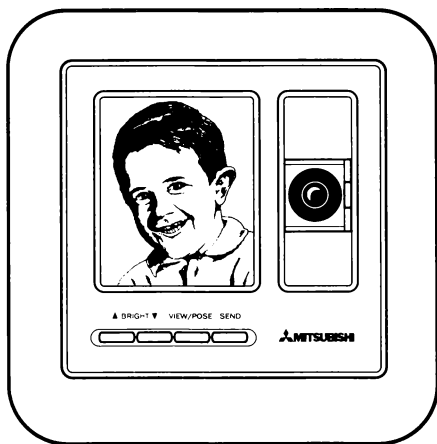


# VisiTel™

VISUAL TELEPHONE DISPLAY



Model  
LU-500

## Owner's Manual

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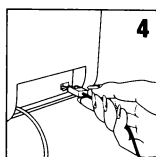
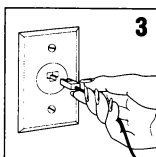
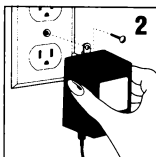
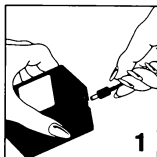
**WARNING!**  
**CAUTION!**

**Do not point VisiTel at a bright light source. A bright light source may burn an image into the camera and will void your warranty.**

**When using flash photography, close the camera door. Flash photography can damage the camera and void your warranty.**

**Set up**

1. Plug the VisiTel power cable into the AC power adapter.
2. Plug the AC power adapter that comes with your VisiTel into a 120 volt AC power outlet. The AC adapter should be fastened to the outlet using the enclosed screw.
3. Plug the VisiTel telephone cable into the telephone wall outlet.
4. Plug your phone into the back of the VisiTel.

**Telephone**

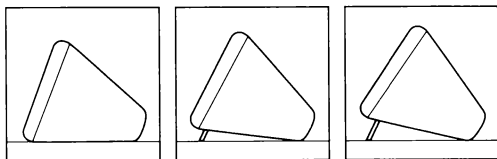
You can continue to use your phone as you normally would. The only difference is that you cannot talk to or hear the other party while a picture is being sent. Your telephone will function normally whether VisiTel is turned on or off.

VisiTel is picture-compatible with LU-1000 luma-phones and other visual telephones using the same transmission standard. VisiTel uses an RJ-11 type telephone modular jack (the most common). Adapters for other telephone connectors are readily available through your local phone store or telephone installer.

**Tilt accessory**

To vary camera and display angle, install the tilt angle accessory foot in the slots on the underside of the VisiTel.

There are 3 possible angles – without the foot, with the foot in the upper slots, and with the foot in the lower slots.

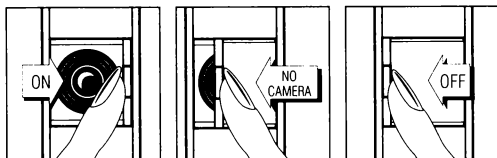


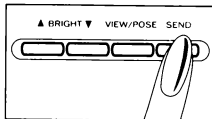
**On/off (camera door)** Open the camera door to turn VisiTel ON. Let the display warm up (about 20 seconds).

The first image you see when you turn VisiTel on is your live image.

If you do not want to use the camera, partially close the door in front of the camera, without turning off the display.

Close the door all the way to turn VisiTel OFF.



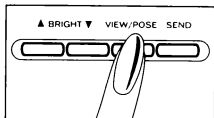
**SEND button**

The SEND button sends the image on the screen.

Your picture will be frozen while being sent so you can see what the other person is receiving.

During transmission, the audio portion of your connection is temporarily interrupted (approximately 5 seconds).

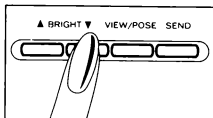
If you talk while receiving a picture or press a button on the telephone's dial, it may interfere with the picture being received.

**VIEW/POSE button**

Push the VIEW/POSE button to display a live image, or those images stored in the 3-picture memory.

The first time you push the VIEW/POSE button, you will see the 3 picture symbols on the screen. They will be replaced by the first image received.

As images are received, up to 3 are stored on a first-in, first-out basis. Pushing the VIEW/POSE button now scrolls through your own camera, and the last 3 images received.

**BRIGHTNESS  
UP/DOWN buttons**

Use the BRIGHTNESS UP/DOWN buttons to adjust the brightness of the camera images to your lighting conditions. Brightness settings are not stored when the power is turned off.

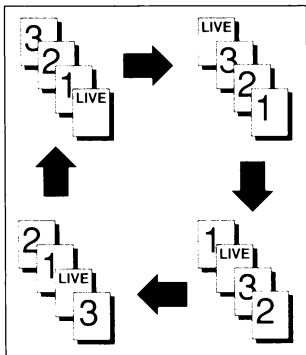
**Picture storage**

The last 3 pictures received are stored as long as VisiTel remains turned on.

You can save pictures sent to you and send them to another party later by keeping the power to your VisiTel turned on after you hang up the telephone.

Stored pictures are viewed by repeatedly pressing the VIEW/POSE button and scrolling through the picture memory. The display returns to the live image after viewing the stored pictures.

When you call another party, you may then send any of the pictures you have saved. Simply scroll to the desired stored image and press the SEND button.



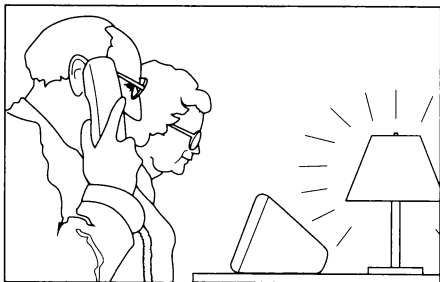
**Tips for best results** LIGHTING AND PHOTOGRAPHY

VisiTel has a very sensitive television camera. Best lighting is achieved by lighting the subject just as you would for a photograph. A soft, diffused light on the subject will produce the best results.

A brightly-lighted background (such as a sunny window or bright light source) may cause the subject to be silhouetted or appear in shadow.

When not using the camera, close the camera door to protect the camera from bright light and the lens from dust.

The best lighting setup is to place a lamp behind VisiTel so that the subject is softly lighted from the front.



### **Tips for best results** PICTURES

Experimentation is the key to good quality pictures. Try various gestures. It will make your phone calls more fun and interesting.

The addition of a visual image enables you to communicate a wide range of feelings and responses that simply aren't possible with normal voice-only calls. Show someone that you're happy, or that you care.

The most natural pictures are achieved by looking directly into the camera lens. This establishes eye contact with the other party. Position your face at arm's length from the VisiTel for best focus.

### **Cleaning**

Clean your VisiTel using a damp cloth, then wipe dry. Do not use solvents or abrasives.

The display window may be removed for cleaning by inserting a small screwdriver along the bottom edge of the window and prying the window up and out.

### **Service**

You may contact your VisiTel service center by calling toll-free (800) 422-5862.

Your VisiTel model number is LU-500.

### FCC notice to the users

1. UPON REQUEST ONLY, you must notify your telephone utility company (telco) as follows:
  - a. Intention to install or permanently remove an FCC Part 68-registered device or system, and give the FCC Registration Number.
  - b. The Ringer Equivalence (R.E.N.) Number, which is 0.1 A. Note that if several devices are connected to the same line, the R.E.N.'s must not add up to more than 5.0 A.
  - c. The (USOC) jack type to be requested from the telco. Typically this may be an RJ11C (or W) for single lines.
2. These devices may not be used on telco-operated coin phone lines. Party lines & privately-owned coin phones are subject to local State regulatory policies, and possible additional State special features.
3. The telco has the right to make changes to their network which may affect the operation of your equipment, provided you are given adequate advance written notice to permit correct operation.
4. In the event of operational problems, disconnect your unit by removing the modular or multi-connector jack from the telco's termination. If your regular phone still works properly, your VisiTel Model LU-500 has a problem and must be returned for repairs in or out of warranty. If upon the above disconnection your regular phone still has a problem, notify your telco that they may have a problem, and request prompt service at no cost to you the user. If a problem is found in premises wiring not telco-installed, you will be subject to an authorized service charge. If a fault is found in telco-installed wiring, you may be subject to a charge for the service call.
5. Unless otherwise instructed in the Owner's Manual, the user may not under any circumstances (in or out of warranty) attempt any service, adjustments or repairs on this unit. It must be returned to the factory or authorized U.S. service agency for all such work. Locations and phone numbers of these authorized U.S. service points are in the Owner's Manual.
6. If the equipment is to be placed behind a PBX or KTS system, it comes under a special FCC category requiring the written approval of the PBX/KTS owner as well as additional FCC registration.

**Specifications**

|                       |                                                                                                          |
|-----------------------|----------------------------------------------------------------------------------------------------------|
| DISPLAY SCREEN        |                                                                                                          |
| Size/type             | 4 1/2" diagonal B&W CRT                                                                                  |
| Image                 | 2 1/2" x 3 7/8" snapshot                                                                                 |
| Resolution            | 96 x 96 pixels and 32 levels of grey scale                                                               |
| CAMERA                |                                                                                                          |
| Tube                  | 1/2" B&W vidicon                                                                                         |
| Lens                  | 16mm fixed-focus                                                                                         |
| Focus                 | 15-25" depth of field                                                                                    |
| Brightness            | Manual control (8 settings)                                                                              |
| CONTROLS              | Image send<br>Image view/pose (select image received or live image)<br>Camera brightness<br>Power on/off |
| TRANSMISSION TIME     | 96 x 96 picture in 5.5 sec.                                                                              |
| TRANSMISSION METHOD   | Encoded as audio data over ordinary phone lines                                                          |
| TELEPHONE CONNECTION  | Standard telephone modular RJ-11 jack to telephone outlet                                                |
| ELECTRICAL CONNECTION | AC power adapter                                                                                         |
| SHIPPING WEIGHT       | 7 Lbs.                                                                                                   |
| DIMENSIONS (H.W.D)    | 7-1/2" x 7-1/2" x 8"                                                                                     |



MITSUBISHI ELECTRIC SALES AMERICA, INC.

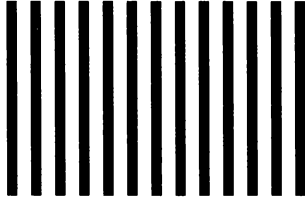
Visual Telecom Division

3350 Scott Boulevard, Building 49

Santa Clara, CA 95054



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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**BUSINESS REPLY MAIL**

FIRST CLASS • PERMIT NO. 1824 • SANTA CLARA, CA

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POSTAGE WILL BE PAID BY ADDRESSEE

Mitsubishi Electric Sales America, Inc.  
3350 Scott Boulevard  
Building 49  
Santa Clara, CA 95054

**IMPORTANT!****IMPORTANT!**

## VisiTel Purchase Information

Please complete and return this VisiTel owner registration card.  
Proper registration will help us serve you better.

1. ☐ A. Mr. ☐ B. Mrs. ☐ C. Ms. ☐ D. Miss

First name \_\_\_\_\_ Last name \_\_\_\_\_

Company name (if applicable) \_\_\_\_\_

Street \_\_\_\_\_ Apt. no. \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone no. (        ) \_\_\_\_\_ Ext. no. \_\_\_\_\_

2. VisiTel serial no. \_\_\_\_\_  
(found on bottom panel)

3. Date of purchase (if gift, date of receipt):

Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

4. Where purchased (name of retailer) \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

5. Check the 3 most important influences which helped you choose VisiTel:

A. Friend's recommendation

B. Article in general interest magazine  
or newspaper

C. Article in specialty interest  
magazine

D. Dealer recommendation

E. Dealer advertising

F. Manufacturer advertising

G. Reputation of Mitsubishi

H. Television news report

I. Radio news report

J. Warranty program

K. Other (please explain):  
\_\_\_\_\_

6. Check the 3 product features which were most important to you when choosing your VisiTel:

- |                                                                                                                    |                                                      |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> A. Design/Styling                                                                         | <input type="checkbox"/> D. Price/Value              |
| <input type="checkbox"/> B. Ability to see caller on other end and send one's own image                            | <input type="checkbox"/> E. Ease of operation        |
| <input type="checkbox"/> C. Ability to see small objects (close-up capability) and to send images of small objects | <input type="checkbox"/> F. Compactness              |
|                                                                                                                    | <input type="checkbox"/> G. Portability              |
|                                                                                                                    | <input type="checkbox"/> H. Quality of manufacturing |

7. Your VisiTel will be primarily used for:

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8. Which age group do you belong to?

- |                                      |                                     |                                         |
|--------------------------------------|-------------------------------------|-----------------------------------------|
| <input type="checkbox"/> A. Under 20 | <input type="checkbox"/> C. 31 - 40 | <input type="checkbox"/> E. 51 - 60     |
| <input type="checkbox"/> B. 21 - 30  | <input type="checkbox"/> D. 41 - 50 | <input type="checkbox"/> F. 61 and over |

9. Which group best describes your family income?

- |                                               |                                               |
|-----------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> A. Under \$24,999    | <input type="checkbox"/> D. \$45,000 - 54,999 |
| <input type="checkbox"/> B. \$25,000 - 34,999 | <input type="checkbox"/> E. \$55,000 - 64,999 |
| <input type="checkbox"/> C. \$35,000 - 44,999 | <input type="checkbox"/> F. \$65,000 and over |

10. Do you have (please indicate all that apply):

- |                                                     |                                           |
|-----------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> A. Children at home        | <input type="checkbox"/> D. Grandchildren |
| <input type="checkbox"/> B. Children in college     | <input type="checkbox"/> E. None          |
| <input type="checkbox"/> C. Children away from home |                                           |

11. Occupation of person listed on front of card:

- |                                                     |                                                      |
|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> A. Professional/Technical  | <input type="checkbox"/> L. Service worker           |
| <input type="checkbox"/> B. Teacher/Educator        | <input type="checkbox"/> M. Lawyer                   |
| <input type="checkbox"/> C. Executive/Administrator | <input type="checkbox"/> N. Medicine/Science         |
| <input type="checkbox"/> D. Middle management       | <input type="checkbox"/> O. Machine operator/Laborer |
| <input type="checkbox"/> E. Sales/Marketing         | <input type="checkbox"/> P. Photographer             |
| <input type="checkbox"/> F. Homemaker               | <input type="checkbox"/> Q. Advertising              |
| <input type="checkbox"/> G. Student                 | <input type="checkbox"/> R. Entertainment            |
| <input type="checkbox"/> H. Police/Law enforcement  | <input type="checkbox"/> S. Media                    |
| <input type="checkbox"/> I. Real estate             | <input type="checkbox"/> T. Retired                  |
| <input type="checkbox"/> J. Clerical                | <input type="checkbox"/> U. Other (please specify):  |
| <input type="checkbox"/> K. Craftworker             |                                                      |
-

## VisiTel LU-500 LIMITED WARRANTY

**Mitsubishi Electric Sales America, Inc.** warrants to the original purchaser of this VisiTel LU-500 that, should it prove defective by reason of improper workmanship and/or material:

- a. For one year from the date of the original purchase at retail, we will repair or replace, at our option, any defective part without charge for the part. Parts used for replacement are warranted for the remainder of the original warranty period.
- b. For one year from the date of original purchase at retail, we will provide the labor for a warranty repair without charge when you deliver your product to the Mitsubishi Electric Sales America, Inc. Service Center.
1. **To obtain Warranty Service**, deliver your VisiTel to the Service Center. Shipping expenses are your responsibility. Be sure to insure the shipment of your VisiTel.

The address of the Service Center is:

Mitsubishi Electric Sales America, Inc.  
Customer Service Center  
3350 Scott Blvd., Building 49  
Santa Clara, CA 95054

A dated proof of purchase is required when requesting warranty service. Present your dated sales receipt or other document which establishes proof of purchase. The return of the Purchase Information Card is not a condition of warranty coverage. However, please detach and return the Purchase Information Card so that Mitsubishi Electric Sales America, Inc. can contact you should a question of safety arise which could affect you.

2. **This Warranty does not cover** defects caused by: modification, alteration, repair or service of the enclosed product by anyone other than the authorized Service Center; physical abuse to, or misuse of,

the product or operation thereof in a manner contrary to the accompanying instructions; or shipment of the product to the Service Center for service. This warranty also excludes all costs arising from installation, adjustment of user controls, products purchased or serviced outside the U.S.A., and costs for initial adjustments (set-up). Consult the Owner's Manual included with the product for information regarding user controls.

3. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY FOR BREACH OF CONTRACT WHICH BUT FOR THIS PROVISION MIGHT ARISE BY IMPLICATION OR OPERATION OF THE LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO A TERM OF ONE YEAR. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.
4. UNDER NO CIRCUMSTANCES SHALL MITSUBISHI ELECTRIC SALES AMERICA, INC. BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
5. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
6. For service information or other assistance in the use and/or maintenance of your VisiTel, call this TOLL-FREE NUMBER (800) 422-LUMA (422-5862).

Mitsubishi Electric Sales America, Inc., Sales Division  
3350 Scott Blvd., Building 49 • Santa Clara, CA 95054

**IMPORTANT!**

**IMPORTANT!**

12 Please give us any comments or suggestions you have regarding VisiTel:

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Thanks for taking the time to fill out this questionnaire. Your answers will be used for marketing research studies – and will help us serve you better in the future. All the above information is considered confidential and will not be used outside of Mitsubishi Electric Sales America, Inc.